

Appl. No. : 09/826,121  
Filed : April 4, 2001

### Amendments To The Claims

This listing of claims will replace all prior versions, and listing, of claims in the application:

1. (currently amended) A method for managing customer and product information ~~over the Internet~~, comprising:

~~generating~~ accessing a customer database including customer records, wherein each customer record tracks a customer;

~~generating~~ accessing a product database including product records, wherein each product record tracks a product;

~~accessing~~ creating a plurality of modules for use in a multi-functional customer relationship management tool, ~~wherein each module allows~~ which enables specific access to and manipulation of the customer and product databases by at least ~~one~~ multiple different client representatives, respectively representing multiple different clients;

~~providing access to at least one of the plurality of modules in the multi-functional customer relationship management tool to enable~~ allowing a first client representative, associated with a first client, to review previous customer contacts, product information, and servicing information associated with a customer of said first client, but not allowing said first client representative to access any of customer contacts, product information or service associated with other clients, other than

Appl. No. : 09/826,121  
Filed : April 4, 2001

~~said first client in response to a random, non-solicited contact from the customer through a telephone call or by an email;~~

enabling the first client representative to update the customer database only for customers associated with said first client, from information received from the customer to add or modify a specific customer record logging the customer contact and recording any new product or warranty purchase information, service request, return merchandise request, or complaint ~~using at least one of the plurality of modules;~~ and

~~enabling allowing a second client representative,~~  
associated with a second client, to review previous customer contacts, product information, and servicing information associated with a customer of said second client, but not allowing said second client representative to access any of customer contacts, product information or service associated with other clients, other than said second client, including not allowing said second client representative to access any of customer contacts, product information or service associated with said first client located at a different site from the first client representative to access at least one of the plurality of modules over the Internet to update inventory information in a product record regarding a product at a warehouse location.

2. (currently amended) The method of claim 1, wherein said multi-functional customer relationship management tool includes a

plurality of modules, and the plurality of modules includes at least four members of a set of modules comprising a customer interaction module, a return merchandise management module, a warranty administration module, an e-mail module, an inventory management module, a reporting system module and a credit card processing module.

3. (Previously presented) The method of claim 1, further comprising:

transmitting to the at least one client representative over the Internet an input page in which the at least one client representative enters data to update the customer database.

4. (Previously presented) The method of claim 1, further comprising:

transmitting to the at least one client representative over the Internet an input page in which the at least one client representative enters search information to request customer record information from the customer database;

receiving the input page transmitted by the at least one client representative including a request for customer record information;

generating an information page including customer record information for the customer record specified in the received input page; and

**Appl. No.** : **09/826,121**  
**Filed** : **April 4, 2001**

transmitting the information page to the at least one client representative over the Internet.

5. (canceled)

6. (canceled)

7. (Previously presented) The method of claim 1 further comprising:

providing problem and solution codes that are selectable by the at least one client representative; and

recording any additions or modifications in either the customer or product records using the problem and solution codes.

8. (currently amended) The method of claim 7, ~~wherein a contact~~  
~~wherein the random, non-automated contact~~ from the customer is by an e-mail and an email module is used to respond back to the customer, wherein the e-mail module scans the e-mail for key words and categorizes the email for appropriate response using predetermined problem and solution codes, and e-mail templates are used to form a response to the customer.

9. (Previously presented) The method of claim 1, further comprising: interlinking with a front-end GUI to display an image of a product and information about the product over the Internet;

**Appl. No.** : **09/826,121**  
**Filed** : **April 4, 2001**

processing a payment for a purchase of the product or an extended warranty from information stored in one of the customer records in the customer database; updating the customer and product records to account for the purchase of the product; and updating the customer record to account for the purchase of the extended warranty.

10. (canceled)

11. (Previously presented) The method of claim 1, further comprising:  
enabling access to a return merchandise management module by a repair facility representative; and  
producing a printable sheet with a bar code identifying a returned product using a commercial bar code font to code the bar code.

12. (Original) The method of claim 9, further comprising:  
producing a printable sheet with information on the purchase of the product.

13. (Original) The method of claim 1, further comprising:  
producing a report based on information from the customer and product records.

**Appl. No.** : **09/826,121**  
**Filed** : **April 4, 2001**

14. (Previously presented) The method of claim 1, further comprising: interlinking a third party shipping software with the product database; and updating the product database from information received from the third party shipping software to add or modify a specific product record indicating shipping information about the product.

15. (canceled)

16. (canceled)

17. (canceled)

18. (canceled)

19. (canceled)

20. (canceled)

21. (canceled)

22. (canceled)

23 . (canceled)

24. (canceled)

25. (canceled)

26. (canceled)

27. (canceled)

28. (canceled)

29. (currently amended) A computer readable medium containing a set of instructions for a general purpose computer having a user

Appl. No. : 09/826,121  
Filed : April 4, 2001

~~interface comprising a mouse and a screen display, the set of instructions comprising instructions program for managing customer and product information over the Internet comprising a computer usable media including at least one computer program embedded therein that is capable of causing at least one computer to perform:~~

~~generating/accessing~~ a customer database including customer records, wherein each customer record tracks a customer;

~~generating/accessing~~ a product database including product records, wherein each product record tracks a product;

~~creating/accessing~~ a plurality of modules for use in a multi-functional customer relationship management tool, wherein each module enables specific access to and manipulation of the customer and product databases by ~~at least one~~ multiple different client representatives, respectively representing multiple different clients;

~~providing access to at least one of the plurality of modules in the multi-functional customer relationship management tool to enable~~ allowing a first client representative, associated with a first client, to review previous customer contacts, product information, and servicing information associated with a of said first client, but not allowing said first client representative to access any of customer contacts, product information or service associated with other clients, other than said first client customer in response to a random, non-automated

Appl. No. : 09/826,121  
Filed : April 4, 2001

~~contact from the customer through a telephone call or by an email;~~

enabling the first client representative to update the customer database only for customers associated with said first client, from information received from the customer to add or modify a specific customer record logging the customer contact and recording any new product or warranty purchase information, service request, return merchandise request, or complaint using at least one of the plurality of modules; and

allowing enabling a second client representative, associated with a second client, to review previous customer contacts, product information, and servicing information associated with a customer of said second client, but not allowing said second client representative to access any of customer contacts, product information or service associated with other clients, other than said second client, including not allowing said second client representative to access any of customer contacts, product information or service associated with said first client located at a different site from the first client representative, to access at least one of the plurality of modules over the Internet to further update inventory information in a product records regarding a product or a warehouse location.

30. (currently amended) The program of claim 29, wherein said multi-functional customer relationship management tool includes a



**Appl. No.** : 09/826,121  
**Filed** : April 4, 2001

plurality of modules, and the plurality of modules includes at least four members of a set of modules comprising a customer interaction module, a return merchandise management module, a warranty administration module, an e-mail module, an inventory management module, a reporting system module and a credit card processing module.

31. (Previously presented) The program of claim 29, further capable of causing at least one computer to perform: transmitting to the at least one client representative over the Internet an input page in which the at least one client representative enters data to update the customer database.

32. (Previously presented) The program of claim 29, further capable of causing at least one computer to perform:

transmitting to the at least one client representative over the Internet an input page in which the at least one client representative enters search information to request customer record information from the customer database; receiving the input page transmitted by the at least one client representative including a request for customer record information; generating an information page including customer record information for the customer record specified in the received input page; and transmitting the information page to the at least one client representative over the Internet.

**Appl. No.** : **09/826,121**  
**Filed** : **April 4, 2001**

33. (canceled)

34. (canceled)

35. (Previously presented) The program of claim 29, further capable of causing at least one computer to perform: providing problem and solution codes that are selectable by the at least one client representative; and recording any additions or modifications in either the customer or product records using the problem and solution codes.

36. (currently amended) The program of claim 29, wherein a contact the customer, non-automated contact from the customer is by an e-mail and an email module is used to respond back to the customer, wherein the e-mail module scans the e-mail for key words and categorizes the email for appropriate response using predetermined problem and solution codes and e-mail templates are used to form a response to the customer.

37. (Previously presented) The program of claim 29, further capable of causing at least one computer to perform: interlinking with a front-end GUI to display an image of a product and information about the product over the Internet; processing a payment for a purchase of the product or an extended warranty

**Appl. No.** : **09/826,121**  
**Filed** : **April 4, 2001**

from the information stored in one of the customer records in the customer database; updating the customer and product records to account for the purchase of the product; and updating the customer record to account for the purchase of the extended warranty.

38. (canceled)

39. (Previously presented) The program of claim 29, further capable of causing at least one computer to perform: enabling access to a return merchandise management module by a repair facility representative; and producing a printable sheet with a bar code identifying a returned product using a commercial bar code font to code the bar code.

40. (Previously presented) The program of claim 37, further capable of causing at least one computer to perform: producing a printable sheet with information on the purchase of the product.

41. (Previously presented) The program of claim 29, further capable of causing at least one computer to perform: producing a report based on information from the customer and product records.

Appl. No. : 09/826,121  
Filed : April 4, 2001

42. (Previously presented) The program of claim 29, further capable of causing at least one computer to perform:

interlinking a third party shipping software with the product database; and

updating the product database from information received from the third party shipping software to add or modify a specific product record indicating shipping information about the product.

43. (Currently Amended) A system for managing customer and product information ~~over the Internet~~ comprising:

a customer database including customer records;  
a product database including product records; and  
a multi-functional customer relationship management tool including a plurality of modules, said plurality of modules including at least a customer interaction module that allows interaction with a customer, a return merchandise management module that allows returning products, a warranty administration module that allows determining warranty information for a product, an inventory management module that allows determining and updating inventory, wherein each of the plurality of modules enables specific access to and manipulation of the customer and product databases by at least one client representative,

the multi-functional customer relationship management tool configured to enable a first client representative, associated with a first client to interact with a customer of said first

Appl. No. : 09/826,121  
Filed : April 4, 2001

client, a return merchandise management module that allows  
returning products associated with said first client, a warranty  
administration module that allows determining warranty  
information for a product associated with said first client, an  
inventory management module that allows determining and updating  
inventory said first client, ~~review previous customer contacts,~~  
product information, and servicing information associated with a  
customer but not allowing said first client representative to  
access any of a customer of clients other than said first client,  
or to allow returning products associated with any client other  
than said first client, or to determine warranty information for  
a product associated with any client other than said first  
client, or to allow determining and updating inventory of any  
client other than said first client in response to a random, non-  
automated contact from the customer through a telephone call or  
by an email using at least one of the plurality of modules, the  
multi-functional customer relationship management tool further  
configured to enable the first client representative to update  
the customer database with information received from the customer  
by adding or modifying a specific customer record, logging the  
customer contact, and recording any new product or warranty  
purchase information, service request, return merchandise  
request, or complaint using at least one of the plurality of  
modules,

Appl. No. : 09/826,121  
Filed : April 4, 2001

the multi-functional customer relationship management tool further configured to enable a second client representative associated with a second client to interact with a customer of said second client, a return merchandise management module that allows returning products associated with said second client, a warranty administration module that allows determining warranty information for a product associated with said second client, an inventory management module that allows determining and updating inventory said second client, but not allowing said second client representative to access any of a customer of clients other than said second client, or to allow returning products associated with any client other than said second client, or to determine warranty information for a product associated with any client other than said second client, or to allow determining and updating inventory of any client other than said second client, including not allowing said second client representative to access a customer of said first client, or to allow returning products associated with said first client, or to determine warranty information for a product associated with said first client, or to allow determining and updating inventory of said first client,

wherein said inventory management module also interfaces with another module, located at a different site from the first client representative, to access at least one of the plurality of modules over the Internet to update inventory information in a

**Appl. No.** : **09/826,121**  
**Filed** : **April 4, 2001**

product record for said first client regarding a product at a  
warehouse location associated with said first client.

44. (cancelled).

45. (Previously presented) The system of claim 43, further  
comprising: a database interface configured to create an input  
page in which the at least one client representative is able to  
enter data to update the customer database; and  
an HTTP server configured to transmit the input page over the  
Internet to the at least one client representative.

46. (Previously presented) The system of claim 43, further  
comprising: a database interface configured to create an input  
page in which the at least one client representative is able to  
enter search information to request customer information from the  
customer database; and

an HTTP server configured to transmit the input page over  
the Internet to the at least one client representative, and to  
receive a modified input page transmitted by the at least one  
client representative including a request for customer record  
information,

**Appl. No.** : **09/826,121**  
**Filed** : **April 4, 2001**

the database interface further configured to generate an information page including customer record information for the customer record specified in a received modified input page, the HTTP server further configured to transmit the information page to the at least one client representative over the Internet.

47. (Previously presented) The system of claim 43, wherein the multi-function customer relationship management tool is configured to provide problem and solution codes that are selectable by the at least one client representative and to record additions or modifications in one of the product records or one of the customer records using selected problem and solution codes.

48. (Currently Amended) The system of claim 43, wherein the plurality of modules further includes an email module configured to enable the at least one client representative to respond to an email received from a customer, to scan the email for key words, to categorize the email for appropriate response using predetermined problem and solution codes, and to use an email template to generate a response to the customer.

49. (Previously presented) The system of claim 43, wherein the plurality of modules includes a credit card processing module for



**Appl. No.** : **09/826,121**  
**Filed** : **April 4, 2001**

processing a purchase of a product or an extended warranty using information stored in a customer record.

50. (Previously presented) The system of claim 43, wherein the plurality of modules includes a return merchandise management module configured to enable a repair facility representative to access customer records in the customer database and configured to generate a bar code using a commercial bar code font to identify a returned product.

51. (Previously presented) The system of claim 43, wherein the plurality of modules includes a report module configured to enable the at least one client representative to create a report including information from the customer records and the product records.

52. (Previously presented) The system of claim 43, wherein the plurality of modules includes an inventory module integrated with third party shipping software, the inventory module configured to add or modify a specific product record to include shipping information about a product.